

911 Public and PSAP Education

2nd Draft

- Assumptions/guidelines:
 - Want to point out the positive – “Customers can now keep their phone number and change services or providers”.
 - Do not want to cause unnecessary fears in public’s mind.
 - Do not want to cause public to question E911 reliability.
 - Do not want this to be a wireless porting issue.
 - Porting numbers is a process, not a problem.
 - Consumers must be aware of the process.

- Possible mediums for distribution:
 - Simple paper piece, not to exceed size of postcard, to be handed out by sales representatives
 - Written blurb to be added to web site for E-commerce orders
 - Written piece to provide to call centers for customer questions/orders
 - Paper piece to be distributed in phone boxes

Draft statement for public:

Finally. . . You can change phone service or providers and **keep your current phone number**.

Number Portability is now available!

No need for time-consuming notification of change to everyone you know.
. . no need to learn a new number.

However, it is important that you understand the PROCESS of number portability.

Porting your number involves multiple systems that must be updated. The time it takes for these updates varies greatly and your sales representative can provide a specific time frame to you. All the systems will not be updated with the new port information until you receive your confirmation that the port has been completed.

What this means to you in the case of an emergency during the porting process:

If you call 911 after you requested number portability, but before you have received confirmation that the port is complete, a 9-1-1 call center may not have accurate information on your location. You must inform the 911 call taker of your location immediately upon placing the emergency call.

- **Draft statement for PSAPs:** This piece is not intended for mass distribution to consumers. It has been written for internal use only and is not for public release.

Consumers can now change phone service or providers and keep their current phone number.

Number Portability – What You Need to Know in a 9-1-1 PSAP:

Porting a number from one carrier to another or from one address to another involves multiple systems that must be updated. The time it takes for these updates varies greatly, but should not exceed five days. The customer should receive confirmation from their provider when the port has been completed.

Number portability is possible from any of the following combinations:
 landline to landline wireless to wireless
 landline to wireless landline to fixed wireless

One of the systems that are updated during the porting process is the 9-1-1 PSAP database. Before the port is confirmed as complete, a call may come in to a 9-1-1 PSAP with the wrong address on the ALI screen. The 9-1-1 call taker may not have the ability to perform a call back if the 9-1-1 caller is disconnected. The PSAP will not have any indication on the ALI screen that porting is in process.

Therefore, it is VITAL that 9-1-1 call takers verify the caller's current location on ALL 9-1-1 calls while the caller is on the phone.

NOTE: A more detailed explanation of porting, including examples of different parts of the process and what a call taker might experience should be developed and implemented into current 9-1-1 training materials for future reference.